



Service Industries Division

# Annual Survey of Software Development and Computer Services, 2003

▼ Reference number ▼

Confidential when completed

Français au verso

### Authority

The survey is conducted under the authority of the Statistics Act, Revised Statutes of Canada, 1985, chapter S19.

Completion of this questionnaire is a legal requirement under the Statistics Act.



Information only

If necessary, please correct pre-printed information below.

0001	Legal name	0004	Address (number and street)	
0002	Business name	0005	City	
0003	C/O	0006	Province or State	
0008	First name of contact	0053	Country	0007 Postal code / Zip code
0028	Last name of contact	0010	Language preference 1 <input type="radio"/> English 2 <input type="radio"/> French	

### Please read carefully before completing the questionnaire

#### Coverage

Please complete the questionnaire for the business unit(s) in **Canada** described in the pre-printed area above. For this purpose, a "business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

#### Survey Objective

The survey objective is the collection and publication of data necessary for the statistical analysis of the Software Development and Computer Services industry. The information from the survey can be used by businesses and trade associations for market analysis and assessment of industry performance, operating characteristics and trends, by government to develop national and regional economic policies, by other users involved in research or policy making and by Statistics Canada for maintaining important data input to the preparation of the Canadian System of National Accounts.

#### Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to any identifiable business without the previous written consent of that business. **The data reported on this questionnaire will be treated in strict confidence, used for statistical purposes, and published in aggregate form only.** The confidentiality provisions of the Statistics Act are not affected by either the Access to Information Act or by any other legislation.

#### Data Sharing Agreements

In order to reduce response burden and to provide consistent statistics, Statistics Canada has entered into data sharing agreements with the statistical agencies of *Nova Scotia, Quebec, Ontario, Manitoba and British Columbia* in accordance with Section 11 of the Statistics Act, Revised Statutes of Canada, 1985, Chapter S19. For business locations operated in *Nova Scotia, Quebec, Ontario, Manitoba, and British Columbia*, the agreements authorize Statistics Canada to forward a record of the data collected in this survey to the statistical agencies of these provinces. The Statistics Acts of these provinces include the same provisions for confidentiality and penalties for disclosure of information as the federal Statistics Act.

#### Questions

If you have any questions or require assistance in completing this questionnaire please call our **toll free number: 1-888-820-1169** and a representative of Statistics Canada will gladly answer your queries.

5-3300-26: 2003-09-24 STC/SER-425-60132

### 1. Business Activity

- a) Please describe the nature of your business activity in 2003: 0055
- b) Is this a change from the previous year? 0142  1 Yes – If **YES**, please provide details in "Comments" section on page 10.  
3  3 No
- c) Please check (  ) below the **one** industry that most accurately describes your firm's principal source of operating revenue:
- 0201 511210  **Software Publishers** (includes packaged software development and publishing)
- 0202 518210  **Data Processing, Hosting and Related Services** (includes web hosting, streaming services, application hosting, processing and preparation of reports from data supplied by the customer, optical scanning data service, data entry and validation, etc.)
- 0203 541510  **Computer Systems Design and Related Services** (includes computer information technology consultants, development of custom software, systems and network design, systems development and analysis, computer programming to meet a customer's specifications)
- 0040  **Other** (please specify) 0041

### 2. Form of Organization

- a) Type of organization (please check **one** only):
- 0024  1 Sole proprietorship     2 Partnership     3 Incorporated company     4 Co-operative  
 5 Joint venture     6 Government business entity     7 Government     8 Non-profit
- b) Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?  
 0029  1 Yes – **If yes, please name the company or professional practice** 0030   
 3 No
- c) Please enter your nine-digit Business Number (if incorporated).  
 0189
- d) Is this business affiliated with a chain or franchise group?  
 0789  1 Yes (please provide name) 0790   
 3 No

### 3. Reporting Period

- a) Please report information for your fiscal year (normal business year) ending between April 1, 2003 and March 31, 2004. Please indicate the period covered by this questionnaire.
- 0011 

YYYY	MM	DD

 From To 

YYYY	MM	DD

 0012
- b) **Period of Operation.** If you did not operate this business for a full year, please check (  ) the reason below:
- 0042  Seasonal operation
- 0032  New business in 2003
- 0033  Change of fiscal year end
- 0034  Change of ownership (please provide name and address of the other owner) 0124
- Effective date of change ▶ 0125

YYYY	MM	DD
- 0035  Ceased operation (please specify) 0119
- 0036  Temporarily closed (please specify) 0049

Please report for your fiscal year, as reported in Question 3.

#### 4. Revenue - Total Revenue

Please **exclude** GST and all other taxes collected for remittance to a government agency.

a) Please report total operating and non-operating revenue, in **Canadian dollars**.

i) **Operating revenue from all Canadian business units.**

ii) **Non-operating revenue**  
(Interest, capital gains, R&D tax credits and all other revenue that is not directly related to the operation of this business)

iii) **Total**

Dollars (omit cents)
2000
2005
2010

b) Please estimate the percentage (%) of your operating revenue reported in 4a)i) that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 2001-2003**.

Percentage
2015 (%)

#### 5. Revenue - Revenue Generated Outside Canada

a) Foreign Revenue

Please report the portion of your **total operating revenue from all Canadian business units** (4a)i) earned from sales of goods and services outside Canada, in **Canadian dollars**.

Dollars (omit cents)
2100

b) What percentage (%) of Foreign Revenue 5a) was earned from the following:

i) the USA

ii) Mexico

iii) Europe

iv) Asia

v) Other countries (please specify)

vi) **Total Foreign Revenue**

Percentage
2105
2110
2112
2114
2115
<b>100%</b>

c) What percentage (%) of Foreign Revenue 5a) was earned from the following:

i) Sales of Packaged Software Products

ii) Provision of Internet Access and Other Related Internet Services

iii) Computer Systems Design and Related Services (IT consulting, programming, systems and technical support, etc.)

iv) Data Processing, Hosting and Related Services

v) Hardware Sales, Rentals and Maintenance

vi) Other (please specify)

vii) **Total Foreign Revenue**

Percentage
2120
2125
2130
2135
2140
2145
<b>100%</b>

**6. Revenue by Type of Service** (See "Information Sheet")

Please **estimate** the following items as a percentage (%) of your **Operating Revenue** (reported in section 4a)i).

**a) Software Publishing Services**

Total Packaged Software Product Revenues (**include** sales, rental, leasing and/or licensing)

**b) Computer Systems Design and Related Services**

i) IT technical consulting services

ii) Web site design and development services

iii) Database design and development services

iv) Customization and integration of packaged software

v) Other custom application design and development services

vi) Network design and development services (**including** network security design)

vii) Computer systems design, development and integration services

viii) IT technical support services (**include** all hardware and software support)

**c) Data Processing, Hosting and Related Services**

i) Web site hosting services

- **With** integration of related applications (e-commerce applications, etc.)

- **Without** integration of related applications

ii) Application service provisioning (ASP)

- **With** integration services (providing access to software that is integrated with client's systems and infrastructure)

- **Without** integration services (providing access to software with little or no customization offered)

iii) Business process management services (financial transactions process, human resources, supply chain management, CRM, etc.)

iv) Collocation services

v) Data storage services

vi) Data management services (data mining, data mapping/rationalization, data modelling, etc.)

vii) Video and audio streaming services (encoding, storage and distribution of streamed audio, video or multimedia data over a network)

viii) IT infrastructure and network management services (monitoring, security, shadow services, network back-up, etc.)

ix) Information and document transformation services (**include** imaging, data capture services, data conversion and migration, etc.)

**d) Internet Service Provider Services**

i) Provision of Internet access and backbone services

ii) Internet telecommunication services (fax, e-mail, telephony, audio/video conferencing, etc., over the Internet)

**e) IT-related Training Services**

**f) Hardware Sales, Rentals and Maintenance**

i) Sales of hardware purchased for resale (**include** hardware purchased or transferred from parent company)

ii) Sales of hardware of own manufacture (**exclude** hardware produced by parent company)

iii) Lease and rental of computer equipment (**include** lease of other equipment in item **h) Other Services**)

iv) Repair and maintenance of equipment of own manufacture

v) Third party maintenance

**g) Payments from Subsidiaries or Affiliates** as a result of management fees, research and development charges, royalties, etc.

i) Canadian

ii) Foreign

**h) Other Services** (please specify)

2360

**i) Total Operating Revenue**

Percentage

2200

2205

2210

2215

2220

2225

2230

2235

2240

2245

2250

2255

2260

2265

2270

2275

2280

2285

2290

2295

2300

2310

2315

2320

2325

2330

2335

2340

2345

2350

2355

2360

**100%**

## 7. Revenue by Source of Packaged Software Products

If you reported software product revenues (in section 6a), please estimate the percentage (%) of **packaged software product revenues** derived from software **developed by**:

a) this legal entity

b) Canadian parent or affiliate

c) Canadian third party

d) foreign parent or affiliate

e) foreign third party

f) **Total Packaged Software Product Revenues**

Percentage
2400
2405
2410
2415
2420
<b>100%</b>

## 8. Packaged Software Customization

Please estimate the percentage (%) of your services reported in section 6 directly related to the customization and support of packaged software **of your own manufacture**.

Percentage
2450

## 9. Revenue by Type of Software

If you reported any software product or software development revenues (Section 6, 6a, 6b)(iv), 6b)(v)), please estimate the percentage (%) of these revenues derived from the following types of software (*please include all custom and packaged software development*):

### a) System Software

i) Operating system software (Windows NT, UNIX, VMA, LINUX, etc.)

ii) Network software (mapping, monitoring, server, security tools, etc.)

iii) Database management software

iv) Development tools and programming languages software (interpreters, compilers, Visual Basic, C++, etc.)

v) Other systems software (*please specify*) <sup>2525</sup> \_\_\_\_\_

### b) Application Software

i) General business productivity and home use applications (word processing, spreadsheet, graphics, games, reference)

ii) Cross-industry applications (accounting, payroll, CRM, ERP, etc.)

iii) Vertical market applications (manufacturing, healthcare, scientific and engineering, etc.)

iv) Utilities software (compression programs, file finders, disk utilities, etc.)

v) Other application software (*please specify*) <sup>2555</sup> \_\_\_\_\_

c) **Total Software Products Revenue**

Percentage
2500
2505
2510
2515
2520
2530
2535
2540
2545
2550
<b>100%</b>

## 10. Revenue - E-Commerce Enabling Products and Services

a) Did you derive **operating revenue** from **e-commerce enabling products and services**?

2600 <sup>3</sup>  No → Go to Q. 11

<sup>1</sup>  Yes → Go to b)

b) Please estimate the percentage (%) of your **operating revenue** (reported in section 4a)i)), derived from **e-commerce enabling products and services**.

Percentage
2605

c) Please estimate the percentage (%) of your **operating revenue** derived from **e-commerce enabling products and services** (reported in question 10b)) according to the following types of product or service:

i) **Software Products** (include sales, rental, leasing and/or licensing)

- Transaction processing and management

- Payment authorization

- Security/encryption software

- Data management/mining

- Shopping cart/mall applications

- Other e-commerce enabling packaged software (*please specify*)

2660

ii) **Computer Systems Design and Data Processing Services**

- Customized e-commerce enabling software development

- Consultancy services related to enabling e-commerce

- Other systems design related services to enable e-commerce (*please specify*)

2665

iii) **Other E-Commerce Enabling Products or Services** (*please specify*)

2670

iv) **Total Operating Revenue Derived from E-Commerce Enabling Products and Services**

Percentage
2610
2615
2620
2625
2630
2635
2640
2645
2650
2655
<b>100%</b>

## 11. Web Site Revenue

If your firm sold goods and/or services **on the Internet** during the reporting period, please estimate the percentage (%) of your total **operating revenue** (reported in section 4a)i)), derived from **on-line sales** for the following:

a) **Software Products**

b) **Hardware Products**

c) **Other Products or Services** (*please specify*)

2715

Percentage
2700
2705
2710

## 12. Expenses

- Please report expenses for your fiscal year, as reported in Question 3, in **Canadian dollars**.
- Do not include capital expenditures.
- Please include GST, except the portion that is refundable by government.

		Dollars (omit cents)
<b>a) Cost of goods and services purchased and re-sold</b>		3060
i) Computer hardware		3055
ii) Computer software		3061
iii) All other direct costs of re-sale		3000
<b>b) Labour costs</b>		3005
i) Salaries and wages paid to employees for whom you issued a T4		3070
ii) Employee benefits paid for all employees for whom you issued a T4		3025
<b>c) Depreciation and amortization</b>		3065
<b>d) Rent or leasing</b>		3030
i) Rent or lease payments for land and buildings		3040
ii) Rent or leasing of computers and vehicles		3090
<b>e) Utilities</b>		3095
i) Heat, electricity and water		3010
ii) Telephone and other telecommunications expenses (include dial-up line and equipment charges)		3015
<b>f) Insurance (include fire, auto, accident, theft and all other property, business or product insurance, etc.)</b>		3080
<b>g) Business property taxes, permits, licenses (including vehicle licenses)</b>		3010
<b>h) Professional &amp; business services</b>		3015
i) Computer services purchased (include consulting fees, software development services, outside computer processing services and contract programming)		3080
ii) Legal, auditing and other professional service fees		3045
iii) Employee training and education		3050
<b>i) Purchased materials and supplies</b>		3085
i) Office supplies		3050
ii) Computer hardware and software purchased for use in the business		3085
<b>j) Advertising, sales promotion, travel and entertainment</b>		3105
<b>k) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:</b>		3110
i) in Canada		3115
ii) abroad		3100
<b>l) Royalties paid to a third party</b>		3100
<b>m) Interest on borrowing</b>		4349
<b>n) Write-offs, valuation adjustments and capital losses</b>		3120
<b>o) Other expenses (excluding income tax)</b>	3130	3125
<i>(please specify if greater than 10%)</i>		
<b>p) Total Expenses (sum of a) to o))</b>		3125

### 13. Product Research and Development Expenses

- a) Of your total expenses (reported in section 12 p)), please estimate the percentage (%) related to Product Research and Development

Percentage
3076

### 14. Employment

**a) Paid Employees**

Please report the **average number** of persons employed during the reporting period to whom you paid Salaries and Wages as shown in 12b).

- i) Full-time employees (regular employees who worked the standard work week as observed by the business)
- ii) Part-time employees (those who worked fewer than the standard work week hours observed by the business)

Number
6000
6005
6011
6012
6015

**b) Working Proprietors and Partners**

- i) Working proprietor and partners, salaried
- ii) Working proprietor and partners, non-salaried

**c) Contract Workers** (individuals engaged only for the duration of a specific project or term)

**d) Employee Turnover**

- i) Full-time employees hired during the reporting period
- ii) Full-time employees who left company (laid off, quit, retired, etc.) during the reporting period

Number
6020
6025

**e) Percent (%) of Total Staff Time that was:**

- i) Engineering and development (include programming)
- ii) Consulting
- iii) Technical support
- iv) Sales and marketing
- v) Administration
- vi) Management
- vii) Other (please specify) <sup>6065</sup>
- viii) **Total staff time**

Percentage
6030
6035
6040
6045
6050
6055
6060
<b>100%</b>

**f) Training**

Please report the total number of days of training received by paid employees (as reported in 14a) above) during the reporting period.

6070
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### 15. Revenue by Type of Customer

Please indicate the percentage (%) of operating revenue (reported in section 4a)i)), by **type of customer** to whom the goods or services were delivered.

**a) Customers in Canada**

- i) Individuals and households
- ii) Public institutions (e.g., hospitals, schools, universities)
- iii) Government (e.g., federal, provincial, territorial and municipal administration)
- iv) Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)
- v) All other businesses (include non-financial crown corporations)

Percentage
8000
8005
8010
8015
8020
8025
<b>100%</b>

**b) Customers outside Canada (exports)**

**c) Total Operating Revenue**



## 16. Provincial / Territorial Distribution Table

Number
5001

a) Please report the number of business units operated in Canada during the reporting period. "Business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

b) Do you have permanent business locations in <sup>9966</sup> **more** than one province or territory?  3 No – (please go to next page)  
 1 Yes – (please complete section c)



c) Please report the number of permanent business locations, total revenue, selected expenses and number of employees, by province or territory.

Province or Territory	Business Units (Number)	Total Revenue \$ (omit cents)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)	Total Expenses \$ (omit cents)
Nfld. Lab.	5002	4824	4826	6225	4925
P.E.I.	5003	4829	4831	6230	4930
N.S.	5004	4834	4836	6235	4935
N.B.	5005	4839	4841	6240	4940
Que.	5006	4844	4846	6245	4945
Ont.	5007	4849	4851	6250	4950
Man.	5008	4854	4856	6255	4955
Sask.	5009	4859	4861	6260	4960
Alta.	5010	4864	4866	6265	4965
B.C.	5011	4869	4871	6270	4970
Yukon	5014	4874	4876	6275	4975
N.W.T.	5013	4879	4881	6280	4980
Nunavut	5012	4884	4886	6285	4985
<b>Total</b>	5015	4889	4891	6290	4990

▼	▼	▼	▼
Should equal Q. 16a)	Should equal Q. 4a)iii)	Should equal the sum of Q. 12b)i) and b)ii)	Should equal the sum of Q.14a) and 14b)i)

